

ServiceMax Delivers Superior Customer Service & Productivity



Customer Quick Facts

INDUSTRY:

Retail and Commercial Services

SIZE:

Tyco has \$10+ billion in annual revenues

USERS:

645 ServiceMax users including 375 technicians

HEADQUARTERS:

Boca Raton, Florida

WEBSITE:

www.tycois.com

Solution

- ServiceMax capabilities include: Installed Base & Entitlements, Trunk Stock, Work Order Management
- CRM: Salesforce.com
- ERP: BaaN ERP (integrated utilizing Informatica) & Oracle

Headquartered in Boca Raton, Florida, Tyco Integrated Security (TycoIS) has more than 6,000 employees in 81 locations in business communities throughout North America. A business unit of Tyco International Ltd., Tyco Integrated Security is North America's leading commercial security systems integrator, providing business security services to more than 500,000 customers.

TycoIS is an end-to-end security solutions provider, including the design, installation, service and monitoring of security technologies. More specifically, for the retail industry, TycoIS delivers security solutions including: source-tagging with anti-theft devices, monitoring the movement of inventory with RFID, and video surveillance.

Challenges...

- Homegrown legacy system restricted global growth
- The process of manually pulling field service data into an Access database was slow and painful, and severely limited the ability to report (real time) on service-related key performance indicators (KPIs)

Applying technology led to...

- Increased visibility through integration with ERP systems and the migration of 3.5 million records to ServiceMax
- The elimination of manual data entry into multiple systems
- Directly accessible dashboards and analytics for service leaders

The road to success is delivering...

- Increased first time fix rates
- Improved customer service
- Accurate warranty & entitlements
- A 3% increase in already high FTF

“From a global standpoint, ServiceMax can be implemented in any region. It allows us to continue to grow and include other business applications on the Salesforce.com platform.”

Dan Catron, Senior Project Manager (and Six Sigma Black Belt) Tyco Integrated Security

Challenge

The retail industry is changing fast and retailers are tasked with reducing shrinkage from shoplifting, employee theft, and vendor fraud. The last thing they need to worry about is whether their security systems are working correctly.

“Service is crucial to our overall business. If we can’t service and install our products - we can’t do business,” shared Cathy Klein, Director of Operations at Tyco Integrated Security.

TycoIS was managing its retail field service team with a 25-year-old homegrown Reflections/Speedware with a GUI Windows interface. There were limitations, including the limited ability to make adjustments or business process changes. If management wanted to see analytics on service performance or metrics, they went through the cumbersome processes of pulling data out of the homegrown system and storing it in an Access database to run reports.

With key members of the IT team retiring, there were few people left in the company that knew how to support this older, yet mission critical, system. The company needed a modern field service management system to continue growing its customer base, decrease truck rolls and increase visibility into what was going on in the organization to quickly report on KPIs.

Solution

The TycoIS retail team needed a comprehensive field service solution to help deliver a superior customer experience, while lightening the administrative load that had become a burden on the team’s technicians. With dozens to hundreds of products to service at each retail location, TycoIS needed a way to empower technicians to debrief work orders, keep installed product, inventory and parts details up to date, and more, all with a mobile, easy to use experience for technicians that works offline as well as online. ServiceMax fit the bill, enabling a rich user experience for mobile field service while keeping other Windows-based apps accessible to TycoIS technicians. In addition, TycoIS had selected Salesforce.com for its sales team, and saw that having ServiceMax on the same platform made it a natural fit for the service team.

Cattron managed the program for Tyco Integrated Security’s retail team to replace its legacy field service management system. ServiceMax now supports over 645 users in this business unit, including the call center, account services, contracts, warranty, billing, revenue recognition, parts inventory, customer install base, field service, installation and dispatch of technicians.

“As a cloud solution, ServiceMax has been very flexible. It’s agile and dynamic. ServiceMax has partnered with us, and we have been very appreciative of that. Implementation and the ability of our TycoIS team to adapt to ServiceMax went a lot smoother than I expected. We were on our old system for 25 years... people don’t like change. The ease of transition has been great.”

Dan Cattron, *Senior Project Manager, Tyco Integrated Security*

The project also included the integration to BaaN ERP (integrated utilizing Informatca) with the migration of 3.5 million records, including contracts, warranties, accounts and more to ServiceMax. Before the implementation began, Cattron worked with a consulting firm and relied heavily on TycoIS’ internal IT team to start cleaning data. He involved key players from the account and field service teams to specify which accounts they wanted to pull over and created customization for migrating the data. Because the field service legacy system was extremely customized, it made migration more difficult. Cattron credits ServiceMax and its team’s ability to adapt:

“As a cloud solution, ServiceMax has been very flexible. It’s agile and dynamic. ServiceMax has partnered with us, and we have been very appreciative of that. Implementation and the ability of our TycoIS team to adapt to ServiceMax went a lot smoother than I expected. We were on our old system for 25 years...people don’t like change. The ease of transition has been great.”

Much of this success relates to the effort TycoIS put into preparation. Technicians saw what was possible before they had training. Once TycoIS did go live, techs had seen the product and very easily adjusted to any processes moving forward.

Results

Before using ServiceMax, closing work orders was a very manual process. Now, TycoIS can focus on delivering excellent service with the reassurance that technicians can easily see what entitlements are associated with work orders and the correct amount to charge based on a particular labor rate in the labor price book.

In the past, technicians could view installed products in their legacy system. However, because it was not ordered in a hierarchical view, products in the customer's installed base went back as far as 25 years and technicians saw every item that was ever shipped out. With ServiceMax, each parent product has the correct items with serial numbers, and what the techs are servicing on site. When a tech swaps out a product like a power pack, they are decrementing and replacing the

part through the integration of ServiceMax with their ERP. Now everyone can see the right part with the right serial number at that location, and have the assurance that this is real, actionable information.

TycoIS users love having data at their fingertips. Increased visibility with customer accounts and knowing what products are available in a technician's truck has led to a 3% increase in the company's already high first time fix rate. Users are more efficient and have saved time by reducing data entry into multiple systems. Most importantly, TycoIS has the ability to escalate any possible issues to other departments all in the same system while delivering better customer service.